

June 3, 2013

Greetings Managers,

One of your employees, Officer Luinstra, was recently awarded with an MSP Service Professional Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Officer Luinstra for his outstanding commitment to customer service at MSP.

Our thanks go out to him on behalf of the Metropolitan Airports Commission, CSAC, and the entire MSP community for exhibiting to MSP customers the superior customer service MSP is known for.

Congrats Officer Luinstra!

Way to go!



Officer Josh Luinstra with Phil Burke, MAC, Director of MSP Operations

CUSTOMER COMPLIMENT

I just wanted to express my appreciation for the diligence and focus your department personnel exhibited this week. What originally was a lost iPhone got more complicated but ended up with my phone being recovered and returned to me.

Officer Luinstra was terrific. He used all the tools at his disposal and did some great police work to uncover who had my phone and get it recovered. I was frankly shocked that so much time and energy would be committed to what I figured was a very low priority event. He explained to me that while it seemed minor, it could have been indicative of a broader issue at MSP. Josh went all out with great results.

I know public safety and law enforcement can often be thankless jobs. I just wanted to make sure Josh and your department got a little recognition for a job well done. Please pass along my sincere appreciation to Officer Josh Luinstra and the MSP Police team.

-Dan Arkins